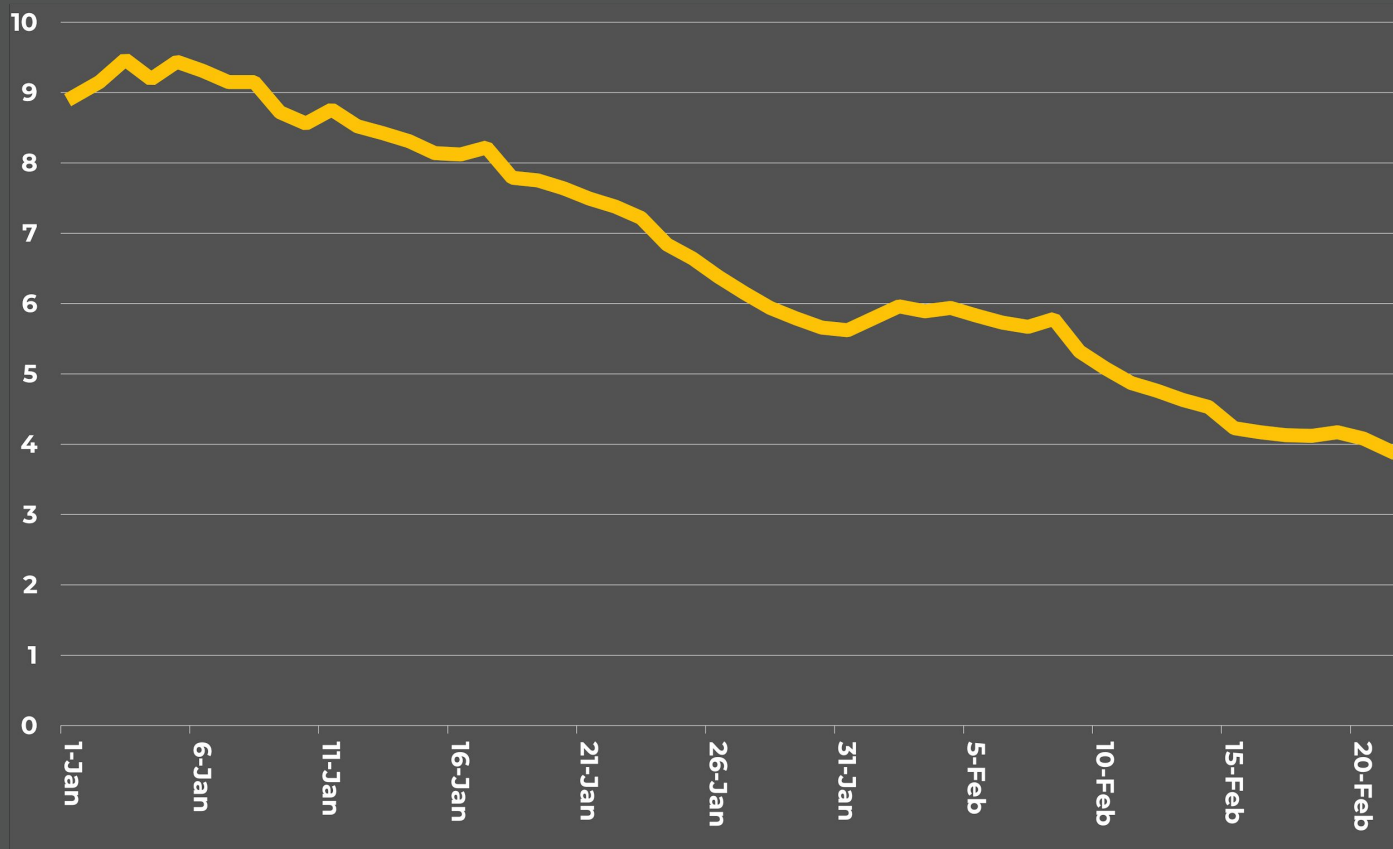


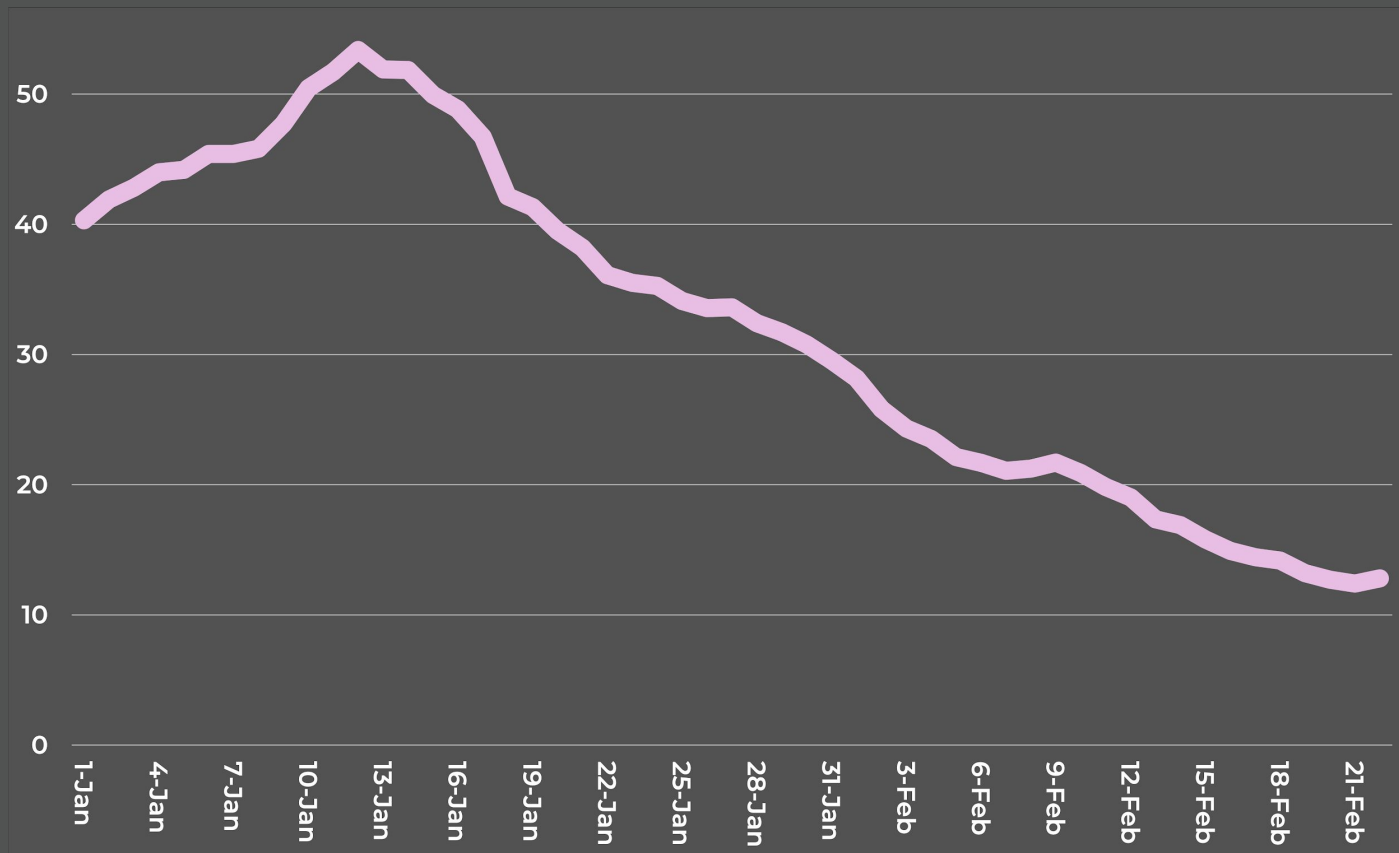
COVID-19 UPDATE

FEBRUARY 23, 2021

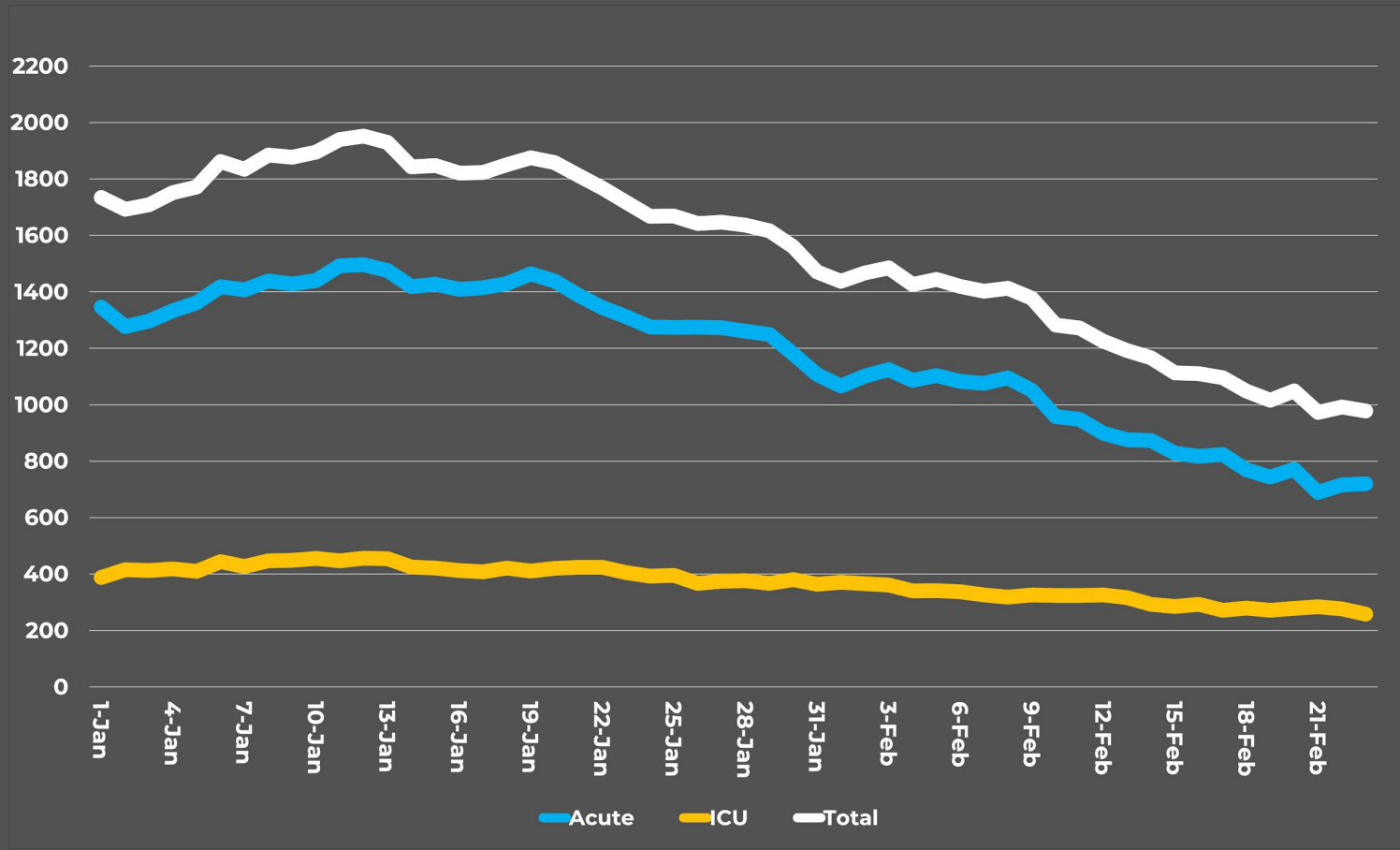
7-DAY POSITIVITY RATE (2021)



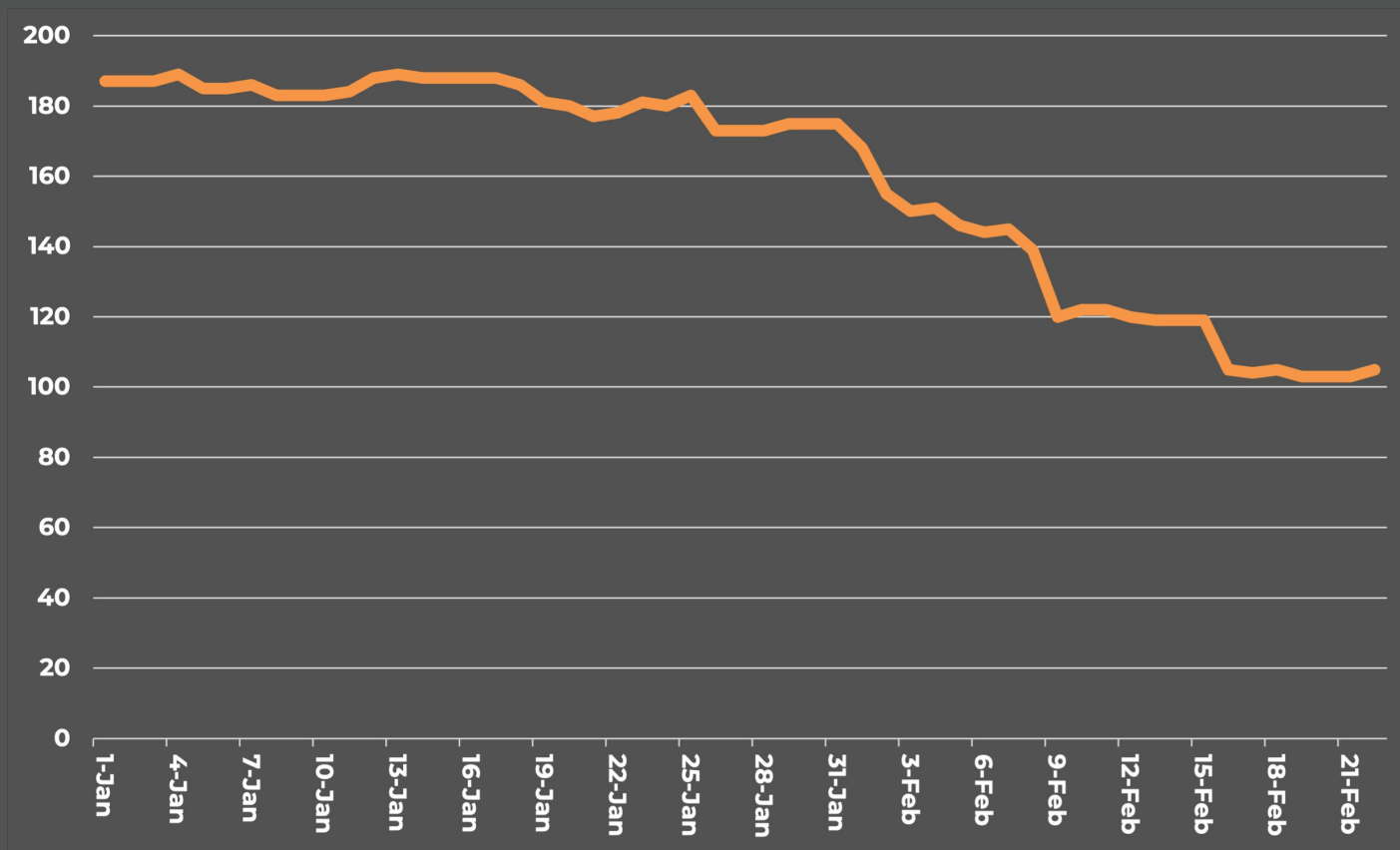
CASE RATE PER 100K



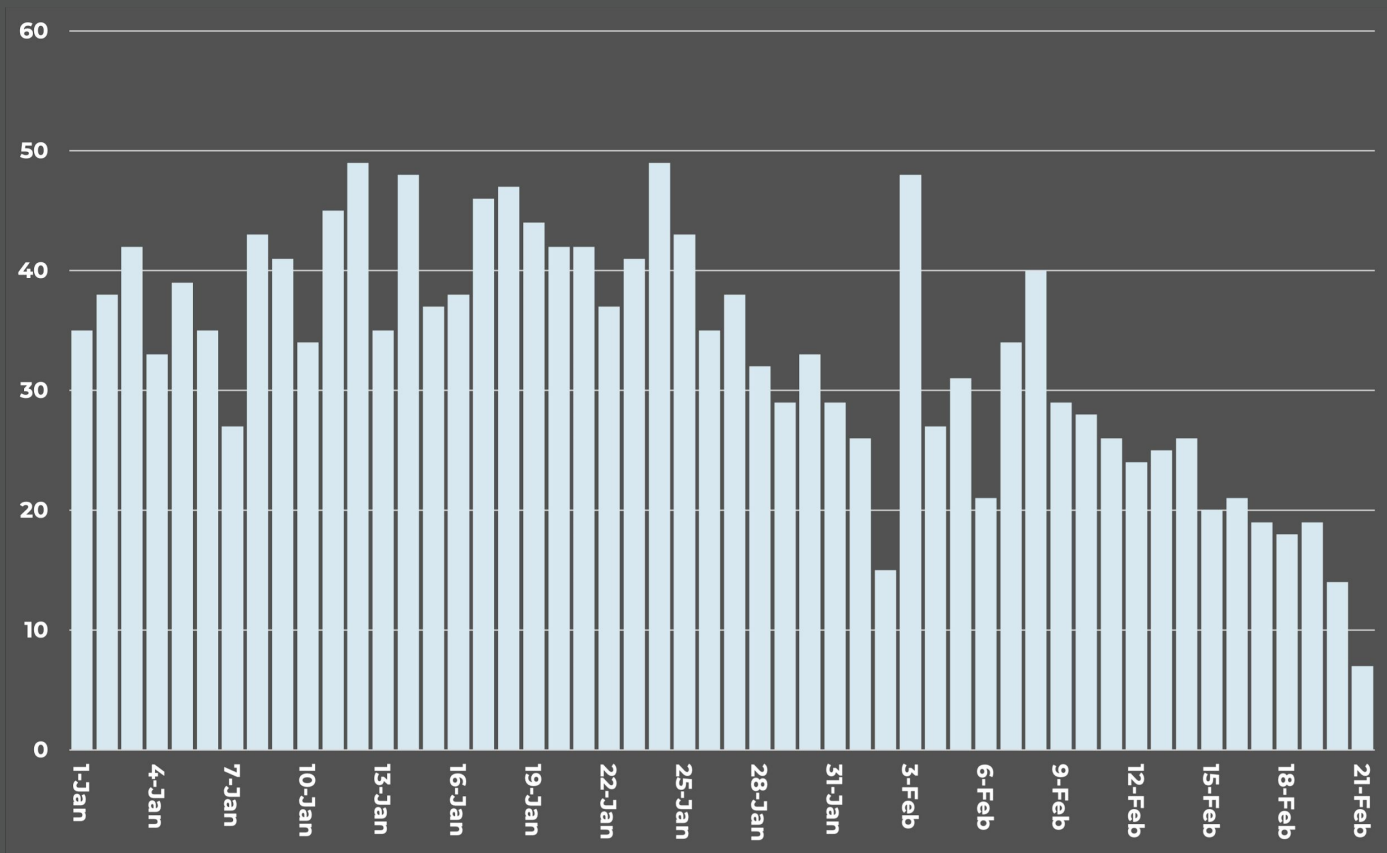
HOSPITALIZATIONS



NURSING HOME OUTBREAKS



DAILY COVID-19 FATALITIES



VIRAL VARIANTS

- **Are not known to cause more severe illness**
- **Do appear to be more transmissible**

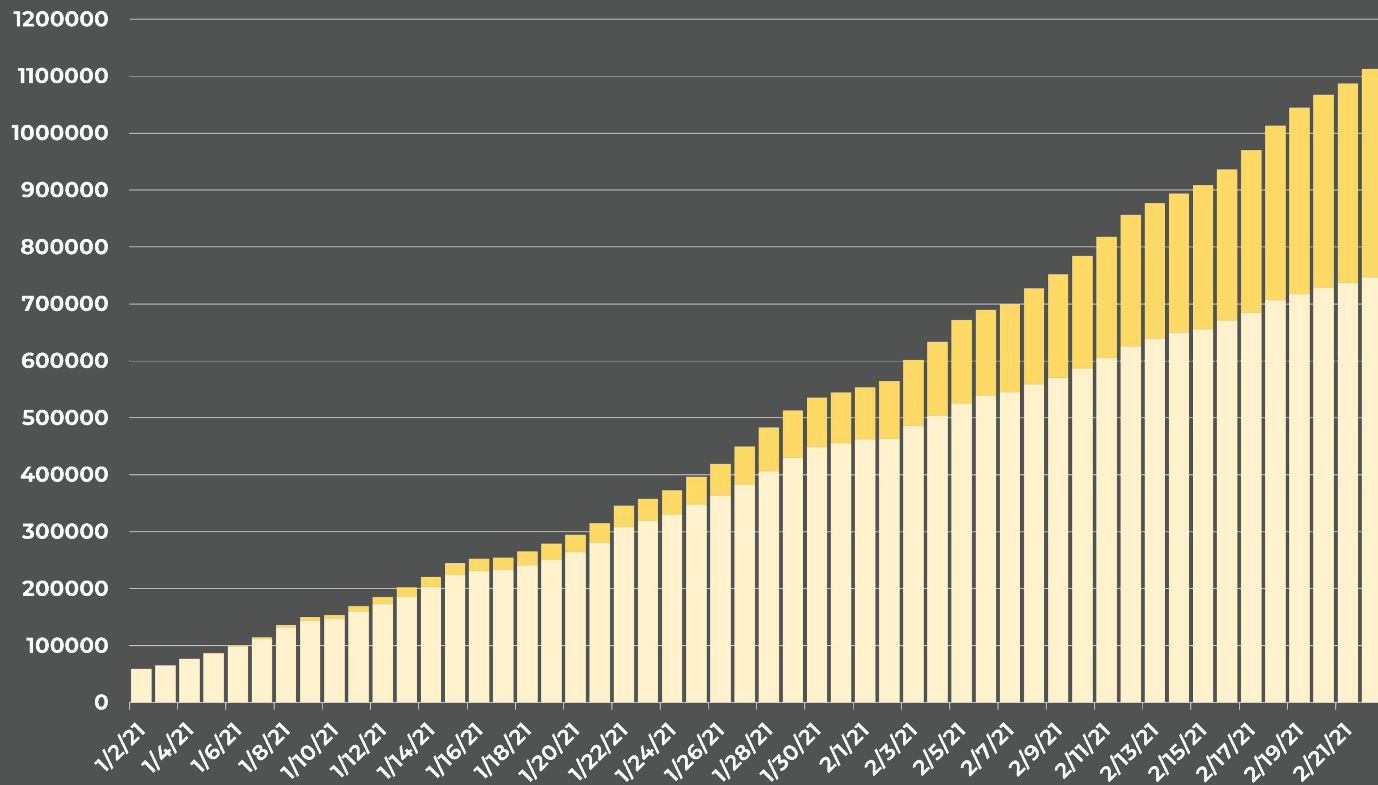
VIRAL VARIANTS

- Maryland is partnering with UMD and JHU to double our sequencing volume
- Will be one of the strongest surveillance programs in the nation and the world

**We are in a race
between vaccines and
variants.**



DOSES ADMINISTERED



99.6%

**OF FIRST DOSES DELIVERED TO
VACCINATORS ADMINISTERED**

29,096

**AVERAGE SHOTS
ADMINISTERED PER DAY**

LONG TERM/CONGREGATE SETTINGS

- **Vaccines offered to every nursing home resident and employee**
- **Clinics at assisted living facilities are nearly complete**
- **Clinics at independent living facilities are underway**

M&T BANK SITE

- **55,000 sq ft vaccination site**
- **More than 10,000 appointments made**
- **Will be administering 2,000 shots per day by next week**

SOUTHERN MARYLAND MASS VACCINATION SITE

- **Located at the Southern Maryland Blue Crabs stadium**
- **Opening no later than March 11**
- **Supported by FEMA**

PRE-REGISTRATION

- New statewide system launching in March to pre-register for state-run mass vaccination sites

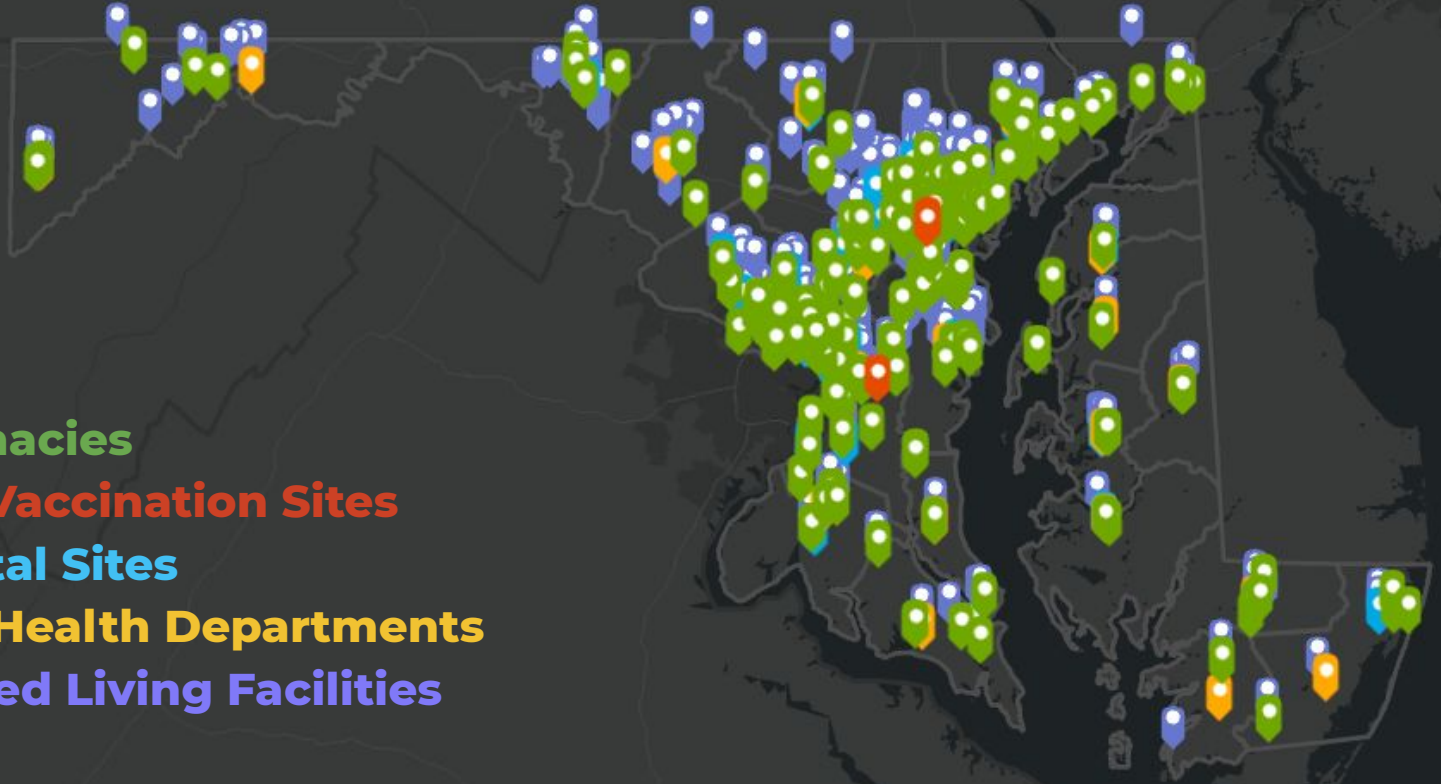
Pharmacies

Mass Vaccination Sites

Hospital Sites

Local Health Departments

Assisted Living Facilities



WHITE HOUSE CALL

- **Continuing to press for more doses to be produced, distributed**
- **Anticipating the possibility of Johnson & Johnson allocations as early as next week**

SAFELY REOPENING SCHOOLS

- **Nearly every school system reopening or planning to reopen for in-person instruction in March**
- **State providing additional funding, 1 million tests, unlimited supply of PPE**

SAFELY REOPENING SCHOOLS

- **New executive order clarifies that masks are required for anyone over the age of 5 in any area of school setting where interaction with others is likely**

VACCINE FRAUD

- No one can charge you for a vaccine or a vaccination
- If you suspect fraudulent activity, notify law enforcement immediately

COVIDvax.maryland.gov

DR. JINLENE CHAN

MARYLAND DEPARTMENT OF HEALTH



DENNIS SCHRADER

MARYLAND DEPARTMENT OF HEALTH



COVID-19 Vaccination Support Center

1-855-MDGOVAX (1-855-634-6829)

7 a.m. - 10 p.m EST | 7 days a week

SUPPORT CENTER CAPABILITIES

- Information on Maryland's vaccination efforts
- Scheduling of appointments at the state-run mass-vaccination centers
- Identifying COVID-19 vaccine providers for callers (closest to them geographically)
- English and Spanish call tree—constituents that go through the Spanish side are connected with Spanish-speaking call center advocates
- Residents can elect to talk to advocates through text messaging or by engaging online via chatbot and instant message
- Staffing up to more than 500 advocates this week

SUPPORT CENTER SOFT LAUNCH

- Nearly 6,000 inbound and outbound calls to segmented groups of seniors drawn from lists provided by the Maryland Department of Aging
- Booked more than 2,000 appointments; 619 outbound calls yielded a connection rate of 37%
- Previously tested this support center with outbound calls to more than 5,000 Prince George's County residents

SUPPORT CENTER DATA

Breakdown of Stats	<u>EOD</u>
Total Voice	
MDGOVAX Calls	29,915
Self Service IVR	20,605
Selected to Text	1,088
Talked to Agent	7,134
Caller Elected	1,088
Avg. Time with Agent	3:41
Avg. Daily Wait Time	7:07
Appointments	
Appointments Available Today	800
Appointments Set Today	800
Appointments Week to Date	7,929
Total Digital	
Website Conversations	1,979
SMS Conversations	1,099
Closed by Bot	2,128
Closed by Human Agent	880

- Nearly 30,000 calls received Friday
- Average wait time of **7 minutes.**
- Total appointments scheduled to date: **11,828.**

COVID-19 UPDATE

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